



Interactive Map Application Instructions

Map Troubleshooting

Microsoft Internet Explorer [4.x or greater] and Microsoft Windows [98/2000/NT/XP/7/8] are required to view the map applications. In addition, a free viewer that uses Autodesk MapGuide Technology needs to be installed on your computer.

Trouble Shooting Tips

1. Make sure that the free map viewer has been installed on your computer. If this is your first time using this site, you should get a pop-up box asking you to install a viewer when you click on any of the map links from the Map Applications page. If this doesn't happen, click here to install the viewer, select "Open," and follow the screen prompts. You will need administrative privileges to do this.
2. For Internet Explorer (IE) 9 and 10, run the browser in "Compatibility Mode". To do this, click on the icon () at the top of your browser next to the web address bar. If you do not see this icon, click Tools > Compatibility View settings and add maricopa.gov to the list of websites.
3. Change how IE handles links that open a new window.
 1. IE 8: From the Menu Bar click on Tools > Internet Options > General tab > Settings. Under the Tabs section, select Always open pop-ups in a new window under the When a pop-up is encountered section.
 2. IE 9 and 10: Click on Options > Internet Options > Tabs.
4. Turn off the pop-up blocker.
 1. IE 8 and 9: From the Menu Bar click on Tools > Internet Options > Privacy > uncheck the Turn on Pop-up Blocker under the Pop-up Blocker section. If you do not want to turn the pop-up blocker off, then you can add our site to the allowed pop-up blocker list. To do this, from the Menu Bar click on Tools > Internet Options > Privacy > Settings under the Pop-up Blocker section, add our site (<http://www.fcd.maricopa.gov/>) to the Allowed sites list. One of these two options must be set in order to view the maps.
 2. IE 10: From the Menu Bar, click on Tools > Pop-up Blocker > Turn off Pop-up Blocker (if it says Turn on Pop-up Blocker, then this is already set and there is no need to change it). If you do not want to turn the pop-up blocker off, then you can add our site to the allowed pop-up blocker list. To do this, from the Menu Bar click on Tools > Pop-up Blocker > Pop-up Blocker settings, add our site (<http://www.fcd.maricopa.gov/>) to the Allowed sites list. One of these two options must be set in order to view the maps.
5. Update your version of Java. The latest version is available as a free download from <http://www.java.com/en/download/index.jsp>.
6. If you need help navigating around the map once you have opened one of the map links on the Map Applications page, click on the "?" button along the top of the map. If you continue to experience problems viewing the maps, please contact us via email at FCDwebmaster@mail.maricopa.gov